



EMPLOYMENT ANNOUNCEMENT

Communication Support Officer

(Job# 2758-10/10)

The Law Enforcement Support Agency (LESA)

SALARY: \$19.50 - \$23.70 per hour

Position Information & Description:

Under the direction of the Communication Supervisor, perform responsible and complex work in the Emergency 911 Communications Center processing citizens' non-emergency calls by screening calls, recording information and transferring calls as appropriate for law enforcement, fire and medical aid services in an accurate and timely manner; provide routine information and assistance to the public, various law enforcement agencies and other City and County agencies.

Essential Functions:

- Serve as primary communication link between the law enforcement agencies and citizens of Pierce County, operating within the established procedures and policies of the Tacoma Police Department and Pierce County Law Enforcement Agencies.
- Receive incoming calls on non-emergency lines; determine type of service or information required; obtain and process required information and transmit to appropriate communication officer or dispatcher according to established guidelines and procedures for priority, non-emergency or emergency calls; initiate requests for services for routine calls received.
- Communicate with citizens, various police agencies, Tacoma Police Department and Pierce County Sheriffs Offices and various other agencies to provide and receive information and services as requested or required.
- Prepare a variety of reports such as general police reports and sheriff reports, theft inventory reports; and other reports as required; prepare various forms as required.
- Represent LESA at committee meetings and other occasions as required; testify at court as required.
- Assist other LESA office personnel as necessary.
- Operate a variety of communication equipment such as Remote Computer console, personal computer, TDD, Teleprinter and Insta-Call Recorder.
- Perform quality customer service and continually strive to improve upon the service provided.
- Work safely and cooperatively with the public.
- Perform related duties as assigned.
- Attend work on a regular basis as scheduled.
- Work overtime as assigned.

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Knowledge, Skills & Abilities:

- Emergency services communications codes and procedures.
- Modern office practices, procedures and equipment.
- Applicable laws, codes, regulations, policies and procedures for both the Tacoma Police Department and Pierce County Sheriff Department.
- Geography of the City of Tacoma and Pierce County.
- Law enforcement report preparation procedures.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Record-keeping techniques.
- Oral and written communications skills.
- Interpersonal skills using tact, patience and courtesy.
- City and County ordinances.
- Fire Districts and Medical Aid dispatch centers.
- Operate a variety of computerized communications equipment.
- Work under stress with accuracy and in a calm and efficient manner.
- Understand and accurately record verbal conversations.
- Understand the emotional state of callers and remain emotionally detached in order to respond to the situation in a positive and efficient manner.
- Answer calls and questions with a clear, well-modulated and pleasant voice.
- Understand and apply instructions and positive public relations concepts.
- Prepare clear and concise reports.
- Read, interpret, apply and explain laws, ordinances, rules, regulations, policies and procedures.
- Work confidentially with discretion.
- Establish and maintain cooperative and effective working relationships with co-workers as well as others.
- Communicate effectively both orally and in writing.
- Complete work with many interruptions.
- Type at 45 words per minute.
- Analyze situations accurately and adopt an effective course of action.
- Work independently with little direction, recognize when supervisory direction/intervention may be required.

Physical Requirements & Working Conditions: Emergency 911 Communication Center environment which operates 7 days a week, 24 hours a day; subject to sitting for long periods of time, verbal abuse from callers, rotating shifts and working overtime; security demands that employees remain in the Communication Center during entire shift.

Minimum Qualifications: An equivalent combination to: graduation from high school and two years' clerical or other experience involving considerable public contact and multi-tasking. Knowledge of law enforcement activities and responsibilities desirable.

Examination Process: Applicants who meet the minimum qualifications will be notified by e-mail or mail (**e-mail is our preference**) of the time and location of the examination. Applicants will be **required** to confirm their attendance by e-mail within 72 hours of receipt of the test notification. If an applicant does not confirm his/her attendance in a timely manner that applicant may be removed from the hiring process. The examination is a computer-based test designed to measure your skills in call summarization, prioritization, map reading, data entry, decision making, memory recall, and sentence clarity.

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Hiring Process: Due to the confidential nature and demands of this position, candidates must possess an exemplary personal history and pass a background investigation, a self-assessment survey, an oral interview, a polygraph examination and a psychological evaluation as part of the pre-conditional offer of employment. This position is covered by a Labor Agreement between The Law Enforcement Support Agency and Teamsters Union Local # 117. An employee in this position will be required to join the union within 30 days of hire.

To Apply: If you meet the minimum qualifications, submit a completed LESA Employment Application, and Supplemental application by email to hr@lesa.net. Applications received without the required materials will not be considered. Application materials are available online at www.lesa.net/employment.shtml. Applicants are required to complete all forms included in the application materials, and submit the completed forms via e-mail to hr@lesa.net. If you have questions concerning the application materials please contact Stella Ramirez @ (253) 798-2358. Because of the secure nature of our facility we will not allow applications to be dropped off in person.

We're 9-1-1 ... and more!

Our Mission Increase the sense of safety and security throughout our community by gathering, processing and providing timely and accurate information.

Our Agency The Law Enforcement Support Agency (LESA) was formed as a result of an agreement between the City of Tacoma and Pierce County in 1974 to provide consolidated police and sheriff emergency communications services. Consolidated records management and technology support services were added in 1978.

Communications, Records Management and Information Technology comprise the three divisions of LESA that provide support services for most law enforcement in Pierce County. With state of the art dispatching and a vertically integrated information system, LESA is a leader in the field of law enforcement support technology. The agency employs over 160 people with a biennial budget of approximately \$39,300,000. For additional information please visit www.lesa.net.

Our Services The Communications Division provides 911 phone answering and dispatching services for the Tacoma Police Department, Pierce County Sheriff's, and many other customer agencies.

The Records Management Division (or LESA Records) provides 24 hour services to criminal justice agencies. LESA Records serves as the information custodian for Tacoma Police, Lakewood Police, University Place Police, Edgewood Police and the Pierce County Sheriff Department. The division also provides the following public services: general information, concealed pistol license processing, public disclosure processing, inspection of criminal history, insurance requests, and fingerprinting.

Information Technology Division provides innovative technology solutions to the law enforcement community. The division works in full partnership with its customers to deliver integrated information systems and maintains a computer network with over 900 users.

Our Standards Selected candidates will undergo an extensive screening process which includes interviews, polygraph testing, psychological screening, a background check, drug screening, and reference checks. These standards are established to insure that the highest quality candidates are selected to serve our community. Apply now for the opportunity to serve your community in one of the most rewarding careers you'll ever have.

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